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**From:** webservicerequests@ikon.com  
**Sent:** Tuesday, January 25, 2011 9:33 AM  
**To:** Hanchett, James (DPH)  
**Subject:** Online Equipment Service Request - WSR17801186

Dear James Hanchett:

\*\*\*\*\*ATTENTION\*\*\*\*\*

Please do not click the reply button or send emails to the above address. Emails sent to this address will not be read or responded to. If you have questions, please contact your local Customer Care Center.

Thank you for placing your equipment service request online. It has been received and processed, and an IKON Representative will be contacting you. Your Web Confirmation Number is WSR17801186.

Note: Your Web Confirmation Number (above) is the only confirmation number you will receive. Please refer to this number if you need to contact customer service.

Please review the information below for accuracy.

CONTACT INFORMATION

Company Name:	Commonwealth of Mass
First Name:	James
Last Name:	Hanchett
Phone:	41398366032608
E-mail Address:	<a href="mailto:james.hanchett@state.ma.us">james.hanchett@state.ma.us</a>

EQUIPMENT INFORMATION

Equipment ID:	313490
Machine Status:	Not Working
Problem Description:	Jamming
Customer Comments:	Machine is not taking the paper and outcoming paper is jamming

EQUIPMENT LOCATION

Location:	Amherst Drug Lab
Address1:	Room N251 Morrill I
Address2:	637 North Pleasant St
City:	Amherst
State:	MA
Zipcode:	01003
Phone:	4135452608

PAYMENT INFORMATION

Method of Payment:	PO
Purchase Order Number:	51000875

Sincerely,

IKON Office Solutions